

**Before starting:** Your line manager is responsible for ensuring you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments and Safe Systems of Work for this operation. Ensure you comply with any safety shoe, high visibility and key control policies. All Royal Mail Employees have a responsibility to protect and secure mails whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises and is available to produce when off site.

## Collect from postbox (for Collection Staff)

Including Parcel Post Boxes (dual-purpose Parcel and Franking business boxes)

### Step 1



Postbox No.	Postbox Type	Collection Point Details	Special Instructions
10000001	Standard	10000001	Handwritten notes
10000002	Standard	10000002	Handwritten notes
10000003	Standard	10000003	Handwritten notes
10000004	Standard	10000004	Handwritten notes
10000005	Standard	10000005	Handwritten notes
10000006	Standard	10000006	Handwritten notes
10000007	Standard	10000007	Handwritten notes
10000008	Standard	10000008	Handwritten notes
10000009	Standard	10000009	Handwritten notes
10000010	Standard	10000010	Handwritten notes
10000011	Standard	10000011	Handwritten notes
10000012	Standard	10000012	Handwritten notes
10000013	Standard	10000013	Handwritten notes
10000014	Standard	10000014	Handwritten notes
10000015	Standard	10000015	Handwritten notes
10000016	Standard	10000016	Handwritten notes
10000017	Standard	10000017	Handwritten notes
10000018	Standard	10000018	Handwritten notes
10000019	Standard	10000019	Handwritten notes
10000020	Standard	10000020	Handwritten notes

- Always park your vehicle where it will not cause an obstruction or danger to yourself or other road users and pedestrians
- Obey parking restrictions unless you are exempt
- The vehicle and contents must be fully secured at all times when left unattended
- On arrival at the post box, check plate time corresponds PDA collection time, pick corresponding key for that box
  - No post box should be collected before the scheduled collection time
  - Pick corresponding key from the key bunch

### Step 2



- Open the postbox
  - Use the key as a handle to open the box
  - Use your body (where possible) to prop open the door
- Scan postbox barcode using the PDA (see SOP A3.2 Scan postbox barcode)
  - Pull the chute down to gain access to the mail
  - Scoop the letters into a red mailbag still using your body to hold open the door
  - Do not overfill bags. Bag weight to be no more than 11kgs
- Ensure any mail trapped at the top of the box is retrieved. Similarly, look for small items of mail at the bottom that could be easily obscured from view
- Be aware of sharp objects. If a sharp object is found, then do not clear the post box. Report the post box number to your line manager on return to the Collection Hub/Mail Centre
- If the post box contains any items that are not appropriate to a postbox i.e. loose meter items, meter pouches or PPI items, these should be kept separate from other mail and placed in the Red X container on return to the Collection Hub/Mail Centre



# Operations Standards

## Step 3



- Close the postbox
  - Push the chute back up to the original position and move yourself and the bag away from the edge of the post box door
  - If it is the final collection of the day, change the day Tab
- Missing or damaged day tabs should be reported to your line manager on return to the unit/MC. Some postboxes are exempt from day tabs. Your Line Manager can provide details of postboxes that are exempt
  - Place one hand on the back of the keys in the door, keeping the other hand away from the edge of the door
  - Check the door is securely locked

## Step 4



- For Parcel Post Boxes (dual-purpose Parcel and Franking business boxes)
  - Items should be placed into Grey bags (Bag weight to be no more than 11kgs)
  - If the box contains any items that are not appropriate to a postbox i.e. PPI items, these should be kept separate from other mail and placed in the Red X container on return to the Collection Hub/Mail Centre
- Check for and retrieve any trapped mail in the swing part of the box
- Where local instructions require, lock the aperture after the final collection

## Step 5



- Load mail into the rear of the vehicle in a manner that does not cause harm or damage to it or other mail
- When loading the vehicle, mail should be segregated into different types and class of mail for ease of recognition and efficiency when arriving back at the office

## Step 6



- Drive to the next collection point on the route card
- Ensure that both vehicle and its contents are kept secure at all times
- Do not operate any of the PDA functions when driving
- If you need to use the PDA Sat Nav to direct you to collection points, first park up in a safe place
- Ensure that the PDA is securely stored in the charging cradle when vehicle is in motion. If your vehicle does not have a charging cradle store the PDA in the vehicle glove box compartment
- Never leave the PDA device unattended in a vehicle unless securely placed in the glove box compartment or in the secure load area

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